

Enterprise Incident Report December 2012

As of 1/2/2013

Insurance

First Contact Resolution

First contact resolution tracks DTS' efforts to resolve customer incidents on initial contact.

Cells displayed show the number of incidents resolved on first contact during the reporting period.

Customer Company	Assigned Group	Assigned to Individual	Top Number - Total Incidents Bottom Number - First Contact Resolution			
			High	Low	Medium	FCR Total
Insurance	Application Services	Danielle Hood	0 0	1 0	0 0	1 0
		Ken Ainge	0 0	1 0	0 0	1 0
		Martin Gonzalez	0 0	1 1	0 0	1 1
		Paul Lundell	0 0	1 0	0 0	1 0
		Terry Forsgren	0 0	2 0	0 0	2 0
		Tony Larsen	0 0	1 0	0 0	1 0
		Assigned to Individual Total	0 0	7 1	0 0	7 1
	Application Support	Sam Howlett	0 0	2 1	0 0	2 1
		Assigned to Individual Total	0 0	2 1	0 0	2 1
	Application Support - UID	Carl Meek	0 0	1 0	0 0	1 0
		Gary Gerber	0 0	1 0	0 0	1 0

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			High	Low	Medium	FCR Total
Insurance	Application Support - UID	Sam Howlett	0 0	4 0	0 0	4 0
		Assigned to Individual Total	0 0	6 0	0 0	6 0
	Capitol Desktop Support	Paul Ross	1 1	64 50	1 0	66 51
		Tom Hanson	0 0	1 1	0 0	1 1
		Assigned to Individual Total	1 1	65 51	1 0	67 52
	Capitol Hosting	Curtis Parker	0 0	2 0	0 0	2 0
		Assigned to Individual Total	0 0	2 0	0 0	2 0
	Help Desk	Brenda Treadway	0 0	2 2	0 0	2 2
		Eileen Dubach	0 0	3 3	0 0	3 3
		James Stearns	0 0	2 2	0 0	2 2
		Julie VanBeekum	0 0	6 6	0 0	6 6
		Vicky Marrelli	0 0	4 4	0 0	4 4
		Assigned to Individual Total	0 0	17 17	0 0	17 17
	Technical Lead/Project Manager	Martin Gonzalez	0 0	2 2	0 0	2 2

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Insurance

			High	Low	Medium	FCR Total
Insurance	Technical Lead/Project Manager	Assigned to Individual	0	2	0	2
		Total	0	2	0	2
	Voice Operations	Romanza Hamblin Sorensen	0	1	0	1
			0	0	0	0
		Assigned to Individual	0	1	0	1
		Total	0	0	0	0
Assigned Group Total		1	102	1	104	
		1	72	0	73	
Customer Company Total			1	102	1	104
			1	72	0	73

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Missed Initial Response

Missed initial response tracks DTS' efforts to respond to customer incidents in accordance with enterprise standards .

Enterprise standard response times are: Low within 1 business hour; Medium within 1 business hour; High within 1 clock hour; and

Critical within 30 clock minutes.

Cells displayed show the number of incident responses that missed the enterprise standards during the reporting period.

Customer Company	Assigned Group	Assigned to Individual	Top Number - Total Incidents Bottom Number - Missed Initial Response			
			High	Low	Medium	MIR Total
Insurance	Application Services	Danielle Hood	0 0	1 1	0 0	1 1
		Ken Ainge	0 0	1 1	0 0	1 1
		Martin Gonzalez	0 0	1 1	0 0	1 1
		Paul Lundell	0 0	1 1	0 0	1 1
		Terry Forsgren	0 0	2 0	0 0	2 0
		Tony Larsen	0 0	1 0	0 0	1 0
		Assigned to Individual Total	0 0	7 4	0 0	7 4
	Application Support	Sam Howlett	0 0	2 0	0 0	2 0
		Assigned to Individual Total	0 0	2 0	0 0	2 0
	Application Support - UID	Carl Meek	0 0	1 1	0 0	1 1
		Gary Gerber	0 0	1 1	0 0	1 1

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			High	Low	Medium	MIR Total
Insurance	Application Support - UID	Sam Howlett	0 0	4 1	0 0	4 1
		Assigned to Individual Total	0 0	6 3	0 0	6 3
	Capitol Desktop Support	Paul Ross	1 0	64 3	1 0	66 3
		Tom Hanson	0 0	1 0	0 0	1 0
		Assigned to Individual Total	1 0	65 3	1 0	67 3
	Capitol Hosting	Curtis Parker	0 0	2 1	0 0	2 1
		Assigned to Individual Total	0 0	2 1	0 0	2 1
	Help Desk	Brenda Treadway	0 0	2 0	0 0	2 0
		Eileen Dubach	0 0	3 0	0 0	3 0
		James Stearns	0 0	2 0	0 0	2 0
		Julie VanBeekum	0 0	6 0	0 0	6 0
		Vicky Marrelli	0 0	4 0	0 0	4 0
		Assigned to Individual Total	0 0	17 0	0 0	17 0
	Technical Lead/Project Manager	Martin Gonzalez	0 0	2 0	0 0	2 0

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Insurance

			High	Low	Medium	MIR Total
Insurance	Technical Lead/Project Manager	Assigned to Individual	0	2	0	2
		Total	0	0	0	0
	Voice Operations	Romanza Hamblin Sorensen	0	1	0	1
			0	0	0	0
		Assigned to Individual	0	1	0	1
	Total	0	0	0	0	
	Assigned Group Total		1	102	1	104
			0	11	0	11
Customer Company Total			1	102	1	104
			0	11	0	11

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Insurance

Average Time To Initial Response

Average time to initial response tracks DTS' efforts in responding to customer incidents based upon established enterprise standards .
Enterprise standard response times are: Low within 1 business hour; Medium within 1 business hour; High within 1 clock hour; and
Critical within 30 clock hour minutes.
Cells displayed show the number of incidents and the average time it took DTS to respond to the customer's problem.

Customer Company	Assigned Group	Assigned to Individual	Top Number - Total Incidents Bottom Number -Average time in hours			
			High	Low	Medium	ATTIR Total
Insurance	Application Services	Danielle Hood	0 0.00	1 28.06	0 0.00	1 28.06
		Ken Ainge	0 0.00	1 1.13	0 0.00	1 1.13
		Martin Gonzalez	0 0.00	1 103.84	0 0.00	1 103.84
		Paul Lundell	0 0.00	1 55.50	0 0.00	1 55.50
		Terry Forsgren	0 0.00	2 0.52	0 0.00	2 0.52
		Tony Larsen	0 0.00	1 0.17	0 0.00	1 0.17
		Assigned to Individual Total	0 0.00	7 27.11	0 0.00	7 27.11
	Application Support	Sam Howlett	0 0.00	2 0.15	0 0.00	2 0.15
		Assigned to Individual Total	0 0.00	2 0.15	0 0.00	2 0.15
	Application Support - UID	Carl Meek	0 0.00	1 2.32	0 0.00	1 2.32

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			High	Low	Medium	ATTIR Total
Insurance	Application Support - UID	Gary Gerber	0 0.00	1 2.46	0 0.00	1 2.46
		Sam Howlett	0 0.00	4 0.98	0 0.00	4 0.98
		Assigned to Individual Total	0 0.00	6 1.45	0 0.00	6 1.45
	Capitol Desktop Support	Paul Ross	1 0.00	64 0.13	1 0.24	66 0.13
		Tom Hanson	0 0.00	1 0.14	0 0.00	1 0.14
		Assigned to Individual Total	1 0.00	65 0.13	1 0.24	67 0.13
	Capitol Hosting	Curtis Parker	0 0.00	2 2.91	0 0.00	2 2.91
		Assigned to Individual Total	0 0.00	2 2.91	0 0.00	2 2.91
	Help Desk	Brenda Treadway	0 0.00	2 0.09	0 0.00	2 0.09
		Eileen Dubach	0 0.00	3 0.15	0 0.00	3 0.15
		James Stearns	0 0.00	2 0.00	0 0.00	2 0.00
		Julie VanBeekum	0 0.00	6 0.10	0 0.00	6 0.10
		Vicky Marrelli	0 0.00	4 0.09	0 0.00	4 0.09
		Assigned to Individual Total	0 0.00	17 0.09	0 0.00	17 0.09

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Insurance

			High	Low	Medium	ATTIR Total
Insurance	Technical Lead/Project Manager	Martin Gonzalez	0 0.00	2 0.04	0 0.00	2 0.04
		Assigned to Individual Total	0 0.00	2 0.04	0 0.00	2 0.04
	Voice Operations	Romanza Hamblin Sorensen	0 0.00	1 0.26	0 0.00	1 0.26
		Assigned to Individual Total	0 0.00	1 0.26	0 0.00	1 0.26
	Assigned Group Total		1 0.00	102 2.10	1 0.24	104 2.07
Customer Company Total			1 0.00	102 2.10	1 0.24	104 2.07

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Insurance

Missed Resolution

Missed resolution tracks DTS' efforts to resolve customer incidents in accordance with enterprise standards.

Enterprise standard resolution times are: Low within 6 business hours; Medium within 4 business hours; High within 3 clock hours; and Critical within 2 clock hours.

Cells displayed show the number of incidents that missed the enterprise resolution times during the reporting period.

Customer Company	Assigned Group	Assigned to Individual	Top Number - Total Incidents Bottom Number - Missed Resolution			
			High	Low	Medium	MR Total
Insurance	Application Services	Danielle Hood	0 0	1 1	0 0	1 1
		Ken Ainge	0 0	1 0	0 0	1 0
		Martin Gonzalez	0 0	1 1	0 0	1 1
		Paul Lundell	0 0	1 1	0 0	1 1
		Terry Forsgren	0 0	2 0	0 0	2 0
		Tony Larsen	0 0	1 0	0 0	1 0
		Assigned to Individual Total	0 0	7 3	0 0	7 3
	Application Support	Sam Howlett	0 0	2 0	0 0	2 0
		Assigned to Individual Total	0 0	2 0	0 0	2 0
	Application Support - UID	Carl Meek	0 0	1 0	0 0	1 0
		Gary Gerber	0 0	1 0	0 0	1 0

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Insurance

			High	Low	Medium	MR Total
Insurance	Application Support - UID	Sam Howlett	0 0	4 0	0 0	4 0
		Assigned to Individual Total	0 0	6 0	0 0	6 0
	Capitol Desktop Support	Paul Ross	1 0	64 0	1 0	66 0
		Tom Hanson	0 0	1 0	0 0	1 0
		Assigned to Individual Total	1 0	65 0	1 0	67 0
	Capitol Hosting	Curtis Parker	0 0	2 2	0 0	2 2
		Assigned to Individual Total	0 0	2 2	0 0	2 2
	Help Desk	Brenda Treadway	0 0	2 0	0 0	2 0
		Eileen Dubach	0 0	3 0	0 0	3 0
		James Stearns	0 0	2 0	0 0	2 0
		Julie VanBeekum	0 0	6 0	0 0	6 0
		Vicky Marrelli	0 0	4 0	0 0	4 0
		Assigned to Individual Total	0 0	17 0	0 0	17 0
	Technical Lead/Project Manager	Martin Gonzalez	0 0	2 1	0 0	2 1

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Insurance

			High	Low	Medium	MR Total
Insurance	Technical Lead/Project Manager	Assigned to Individual Total	0 0	2 1	0 0	2 1
	Voice Operations	Romanza Hamblin Sorensen	0 0	1 0	0 0	1 0
		Assigned to Individual Total	0 0	1 0	0 0	1 0
	Assigned Group Total		1 0	102 6	1 0	104 6
	Customer Company Total			1 0	102 6	1 0

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Average Time To Resolution

Average time to resolution tracks DTS' efforts to resolve customer incidents based upon established enterprise standards .

Enterprise standard resolution times are: Low within 6 business hours; Medium within 4 business hours; High within 3 clock hours; and Critical within 2 clock hours.

Cells displayed show the number of incidents and the average time it took DTS to resolve the customer's problem.

Customer Company	Assigned Group	Assigned to Individual	Top Number - Total Incidents Bottom Number - Average time in hours			
			High	Low	Medium	ATTR Total
Insurance	Application Services	Danielle Hood	0 0.00	1 28.28	0 0.00	1 28.28
		Ken Ainge	0 0.00	1 1.56	0 0.00	1 1.56
		Martin Gonzalez	0 0.00	1 103.86	0 0.00	1 103.86
		Paul Lundell	0 0.00	1 55.50	0 0.00	1 55.50
		Terry Forsgren	0 0.00	2 0.98	0 0.00	2 0.98
		Tony Larsen	0 0.00	1 1.37	0 0.00	1 1.37
		Assigned to Individual Total	0 0.00	7 27.50	0 0.00	7 27.50
	Application Support	Sam Howlett	0 0.00	2 0.15	0 0.00	2 0.15
		Assigned to Individual Total	0 0.00	2 0.15	0 0.00	2 0.15
	Application Support - UID	Carl Meek	0 0.00	1 4.42	0 0.00	1 4.42

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			High	Low	Medium	ATTR Total
Insurance	Application Support - UID	Gary Gerber	0 0.00	1 2.46	0 0.00	1 2.46
		Sam Howlett	0 0.00	4 2.22	0 0.00	4 2.22
		Assigned to Individual Total	0 0.00	6 2.63	0 0.00	6 2.63
	Capitol Desktop Support	Paul Ross	1 0.00	64 0.33	1 0.61	66 0.33
		Tom Hanson	0 0.00	1 1.99	0 0.00	1 1.99
		Assigned to Individual Total	1 0.00	65 0.36	1 0.61	67 0.36
	Capitol Hosting	Curtis Parker	0 0.00	2 28.72	0 0.00	2 28.72
		Assigned to Individual Total	0 0.00	2 28.72	0 0.00	2 28.72
	Help Desk	Brenda Treadway	0 0.00	2 0.09	0 0.00	2 0.09
		Eileen Dubach	0 0.00	3 0.15	0 0.00	3 0.15
		James Stearns	0 0.00	2 0.00	0 0.00	2 0.00
		Julie VanBeekum	0 0.00	6 0.56	0 0.00	6 0.56
		Vicky Marrelli	0 0.00	4 0.23	0 0.00	4 0.23
		Assigned to Individual Total	0 0.00	17 0.29	0 0.00	17 0.29

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			High	Low	Medium	ATTR Total
Insurance	Technical Lead/Project Manager	Martin Gonzalez	0 0.00	2 41.71	0 0.00	2 41.71
		Assigned to Individual Total	0 0.00	2 41.71	0 0.00	2 41.71
	Voice Operations	Romanza Hamblin Sorensen	0 0.00	1 0.80	0 0.00	1 0.80
		Assigned to Individual Total	0 0.00	1 0.80	0 0.00	1 0.80
	Assigned Group Total		1 0.00	102 3.81	1 0.61	104 3.74
Customer Company Total			1 0.00	102 3.81	1 0.61	104 3.74

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Detail

INC000000582858	Sandy Glaze	Application	None	None		TIR Missed: No	0.93
	Application Support - UID	Sam Howlett	Insurance	Low	Closed	TTR Missed: No	0.93
INC000000608778	Tammy Minson	Application	Error	Gmail		TIR Missed: No	0.04
	Technical Lead/Project Manager	Martin Gonzalez	Insurance	Low	Closed	TTR Missed: No	1.74
INC000000612516	Betsy Jerome	Server	None	None		TIR Missed: Yes	1.79
	Application Support - UID	Sam Howlett	Insurance	Low	Closed	TTR Missed: No	1.90
INC000000612971	Weimei Ye	Application	Error	Gmail		TIR Missed: No	0.04
	Technical Lead/Project Manager	Martin Gonzalez	Insurance	Low	Resolved	TTR Missed: Yes	81.67
INC000000614402	Brett Barratt	None	None	None		TIR Missed: No	0.00
	Capitol Desktop Support	Paul Ross	Insurance	Low	Closed	TTR Missed: No	
INC000000616067	Betsy Jerome	Application	None	Gmail		TIR Missed: Yes	28.06
	Application Services	Danielle Hood	Insurance	Low	Closed	TTR Missed: Yes	28.28
INC000000617643	Betsy Jerome	Application	None	None		TIR Missed: No	0.73
	Application Support - UID	Sam Howlett	Insurance	Low	Closed	TTR Missed: No	5.62
INC000000618014	Linda Hardy	Application	None	None		TIR Missed: Yes	2.32
	Application Support - UID	Carl Meek	Insurance	Low	Closed	TTR Missed: No	4.42
INC000000618473	Tammy Minson	Print/Copy/Scan/Fax	Incident	None		TIR Missed: No	0.24
	Capitol Desktop Support	Paul Ross	Insurance	Medium	Closed	TTR Missed: No	0.61
INC000000618488	Heidi Clausen	None	None	None		TIR Missed: Yes	55.50
	Application Services	Paul Lundell	Insurance	Low	Closed	TTR Missed: Yes	55.50
INC000000618658	Neal Gooch	None	None	None		TIR Missed: No	0.00
	Capitol Desktop Support	Paul Ross	Insurance	High	Closed	TTR Missed: No	0.00
INC000000618745	Sandy Glaze	PC/Laptop	None	None		TIR Missed: Yes	1.29
	Capitol Desktop Support	Paul Ross	Insurance	Low	Closed	TTR Missed: No	2.99
INC000000618797	Malis Rasmussen	Application	Error	PGP		TIR Missed: No	0.36
	Help Desk	Vicky Marrelli	Insurance	Low	Closed	TTR Missed: No	0.94
INC000000618798	Shane Sadler	Application	Password	Citrix ICA Client		TIR Missed: No	0.35
	Capitol Desktop Support	Paul Ross	Insurance	Low	Closed	TTR Missed: No	2.04
INC000000618876	Malis Rasmussen	Application	Error	PGP		TIR Missed: Yes	1.08
	Capitol Desktop Support	Paul Ross	Insurance	Low	Closed	TTR Missed: No	1.08
INC000000619274	Heidi Clausen	None	None	None		TIR Missed: No	0.00
	Capitol Desktop Support	Paul Ross	Insurance	Low	Closed	TTR Missed: No	0.00

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INC000000619312	Grace Reinhart	None	None	None		TIR Missed: No	0.00
	Capitol Desktop Support	Paul Ross	Insurance	Low	Closed	TTR Missed: No	0.00
INC000000619520	Heidi Clausen	None	None	None		TIR Missed: No	0.00
	Capitol Desktop Support	Paul Ross	Insurance	Low	Closed	TTR Missed: No	0.00
INC000000619657	Dan Applegarth	Application	Error	Gmail		TIR Missed: No	0.00
	Help Desk	Julie VanBeekum	Insurance	Low	Closed	TTR Missed: No	0.57
INC000000619793	Sandy Glaze	Network	None	None		TIR Missed: No	0.19
	Capitol Hosting	Curtis Parker	Insurance	Low	Closed	TTR Missed: Yes	27.00
INC000000619908	Ned Shimizu	None	None	None		TIR Missed: No	0.00
	Capitol Desktop Support	Paul Ross	Insurance	Low	Closed	TTR Missed: No	0.00
INC000000620028	Colette Sawyer	None	None	None		TIR Missed: No	0.33
	Capitol Desktop Support	Paul Ross	Insurance	Low	Closed	TTR Missed: No	1.50
INC000000620162	Heidi Clausen	None	None	None		TIR Missed: No	0.00
	Capitol Desktop Support	Paul Ross	Insurance	Low	Closed	TTR Missed: No	0.00
INC000000620628	Gail Fielding	None	None	None		TIR Missed: No	0.00
	Capitol Desktop Support	Paul Ross	Insurance	Low	Closed	TTR Missed: No	0.00
INC000000620814	Cathy Burton	None	None	None		TIR Missed: No	0.45
	Application Support - UID	Sam Howlett	Insurance	Low	Closed	TTR Missed: No	0.45
INC000000620859	Michelle M White	Application	None	Gmail		TIR Missed: Yes	103.84
	Application Services	Martin Gonzalez	Insurance	Low	Resolved	TTR Missed: Yes	103.86
INC000000620871	Paul Throckmorton	None	None	None		TIR Missed: No	0.00
	Capitol Desktop Support	Paul Ross	Insurance	Low	Closed	TTR Missed: No	
INC000000621052	Jenifer Christian	PC/Laptop	Error	None		TIR Missed: No	0.43
	Capitol Desktop Support	Paul Ross	Insurance	Low	Closed	TTR Missed: No	5.06
INC000000621078	Nancy Askerlund	Print/Copy/Scan/Fax	None	None		TIR Missed: No	0.09
	Capitol Desktop Support	Paul Ross	Insurance	Low	Closed	TTR Missed: No	0.09
INC000000621082	Anna Weidauer	None	None	None		TIR Missed: No	0.00
	Capitol Desktop Support	Paul Ross	Insurance	Low	Closed	TTR Missed: No	0.00
INC000000621143	Linda Hardy	Network	Incident	None		TIR Missed: Yes	5.64
	Capitol Hosting	Curtis Parker	Insurance	Low	Closed	TTR Missed: Yes	30.44
INC000000622049	Michael Covington	Application	Password	Citrix ICA Client		TIR Missed: No	0.02
	Capitol Desktop Support	Paul Ross	Insurance	Low	Closed	TTR Missed: No	0.02
INC000000622140	Paul Throckmorton	None	None	None		TIR Missed: No	0.00
	Capitol Desktop Support	Paul Ross	Insurance	Low	Closed	TTR Missed: No	0.00

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INC000000622255	Steven B Price	Application	Error	State Payroll Time Entry System	TIR Missed: No	0.00
Help Desk	Vicky Marrelli	Insurance	Low	Closed	TTR Missed: No	0.00
INC000000622282	Mary Dy	None	None	None	TIR Missed: No	0.00
Capitol Desktop Support	Paul Ross	Insurance	Low	Closed	TTR Missed: No	0.00
INC000000622364	Heidi Clausen	Application	None	Microsoft Office	TIR Missed: No	0.31
Capitol Desktop Support	Paul Ross	Insurance	Low	Closed	TTR Missed: No	0.37
INC000000622389	Linda Hardy	Application	None	None	TIR Missed: No	0.18
Application Support	Sam Howlett	Insurance	Low	Closed	TTR Missed: No	0.18
INC000000622495	Heber Beddes	None	None	None	TIR Missed: No	0.00
Capitol Desktop Support	Paul Ross	Insurance	Low	Closed	TTR Missed: No	0.00
INC000000622511	Colette Sawyer	Application	Password	TeamMate Audit System	TIR Missed: No	0.19
Application Services	Terry Forsgren	Insurance	Low	Closed	TTR Missed: No	1.04
INC000000622732	Eric Showgren	None	None	None	TIR Missed: No	0.00
Capitol Desktop Support	Paul Ross	Insurance	Low	Closed	TTR Missed: No	0.00
INC000000622900	Luanne Winters	Telecom	CrossTalk/Noise/Static	Telephone	TIR Missed: No	0.26
Voice Operations	Romanza Hamblin Sorensen	Insurance	Low	Closed	TTR Missed: No	0.80
INC000000623262	Doyle Christensen	None	None	None	TIR Missed: No	0.00
Capitol Desktop Support	Paul Ross	Insurance	Low	Closed	TTR Missed: No	0.00
INC000000623274	Heidi Petermann	Application	Password	Utah Master Directory	TIR Missed: No	0.44
Help Desk	Eileen Dubach	Insurance	Low	Closed	TTR Missed: No	0.44
INC000000623353	Karon Hardman	None	None	None	TIR Missed: No	0.00
Capitol Desktop Support	Paul Ross	Insurance	Low	Closed	TTR Missed: No	0.00
INC000000623354	Karon Hardman	None	None	None	TIR Missed: No	0.00
Capitol Desktop Support	Paul Ross	Insurance	Low	Closed	TTR Missed: No	0.00
INC000000623355	Karon Hardman	None	None	None	TIR Missed: No	0.00
Capitol Desktop Support	Paul Ross	Insurance	Low	Closed	TTR Missed: No	0.00
INC000000623401	Heidi Petermann	PC/Laptop	Password	Novell Client for 32-bit Windows	TIR Missed: No	0.00
Help Desk	James Stearns	Insurance	Low	Closed	TTR Missed: No	0.00
INC000000623578	Karon Hardman	None	None	None	TIR Missed: No	0.00
Capitol Desktop Support	Paul Ross	Insurance	Low	Closed	TTR Missed: No	0.00
INC000000623599	Allen Hart	Application	Password	Citrix ICA Client	TIR Missed: No	0.25
Capitol Desktop Support	Paul Ross	Insurance	Low	Closed	TTR Missed: No	0.28
INC000000623637	Aaron Phillips	Application	Error	Citrix ICA Client	TIR Missed: No	0.85
Application Services	Terry Forsgren	Insurance	Low	Resolved	TTR Missed: No	0.92

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INC000000623812	Cathy Burton	Application	None	None		TIR Missed: No	0.12
	Application Support	Sam Howlett	Insurance	Low	Closed	TTR Missed: No	0.12
INC000000623889	Karon Hardman	None	None	None		TIR Missed: No	0.00
	Capitol Desktop Support	Paul Ross	Insurance	Low	Closed	TTR Missed: No	0.00
INC000000623895	David A Stauffer	None	None	None		TIR Missed: No	0.00
	Capitol Desktop Support	Paul Ross	Insurance	Low	Closed	TTR Missed: No	0.00
INC000000623924	Heidi Petermann	None	None	None		TIR Missed: No	0.00
	Capitol Desktop Support	Paul Ross	Insurance	Low	Closed	TTR Missed: No	0.00
INC000000624250	Suzette D Green-Wright	None	None	None		TIR Missed: No	0.00
	Capitol Desktop Support	Paul Ross	Insurance	Low	Closed	TTR Missed: No	0.00
INC000000624470	Jeff Hawley	None	None	None		TIR Missed: No	0.00
	Capitol Desktop Support	Paul Ross	Insurance	Low	Closed	TTR Missed: No	0.00
INC000000624613	Tammy Minson	PC/Laptop	Hardware	None		TIR Missed: No	0.05
	Help Desk	Brenda Treadway	Insurance	Low	Closed	TTR Missed: No	0.05
INC000000624628	Lorry Herrera	Print/Copy/Scan/Fax	Error Code	None		TIR Missed: No	0.37
	Capitol Desktop Support	Paul Ross	Insurance	Low	Closed	TTR Missed: No	1.41
INC000000625097	Dan Applegarth	Network	None	None		TIR Missed: No	0.14
	Capitol Desktop Support	Tom Hanson	Insurance	Low	Closed	TTR Missed: No	1.99
INC000000625524	Steven B Price	Application	Password	Gmail		TIR Missed: No	0.08
	Help Desk	Julie VanBeekum	Insurance	Low	Closed	TTR Missed: No	0.49
INC000000625543	David Snowball	Application	None	Gmail		TIR Missed: No	0.32
	Help Desk	Julie VanBeekum	Insurance	Low	Closed	TTR Missed: No	0.83
INC000000625587	David Snowball	Application	Password	Utah Master Directory		TIR Missed: No	0.13
	Help Desk	Brenda Treadway	Insurance	Low	Closed	TTR Missed: No	0.13
INC000000625615	Randy Overstreet	None	None	None		TIR Missed: No	0.00
	Capitol Desktop Support	Paul Ross	Insurance	Low	Closed	TTR Missed: No	0.00
INC000000625618	David Snowball	None	None	None		TIR Missed: No	0.00
	Capitol Desktop Support	Paul Ross	Insurance	Low	Closed	TTR Missed: No	0.00
INC000000625619	Steven B Price	None	None	None		TIR Missed: No	0.00
	Capitol Desktop Support	Paul Ross	Insurance	Low	Closed	TTR Missed: No	0.00
INC000000625623	Steven B Price	None	None	None		TIR Missed: No	0.00
	Capitol Desktop Support	Paul Ross	Insurance	Low	Closed	TTR Missed: No	0.00
INC000000625702	Eric Showgren	Print/Copy/Scan/Fax	Incident	None		TIR Missed: No	0.10
	Capitol Desktop Support	Paul Ross	Insurance	Low	Closed	TTR Missed: No	0.10

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INC000000625736	Eric Showgren	None	None	None		TIR Missed: No	0.00
	Capitol Desktop Support	Paul Ross	Insurance	Low	Closed	TTR Missed: No	0.00
INC000000625849	Paul Throckmorton	None	None	None		TIR Missed: No	0.00
	Capitol Desktop Support	Paul Ross	Insurance	Low	Closed	TTR Missed: No	0.00
INC000000626090	Steven B Price	Application	None	Novell eDirectory		TIR Missed: No	0.00
	Help Desk	Julie VanBeekum	Insurance	Low	Closed	TTR Missed: No	1.29
INC000000626332	Aaron Phillips	None	None	None		TIR Missed: Yes	1.13
	Application Services	Ken Ainge	Insurance	Low	Closed	TTR Missed: No	1.56
INC000000626422	Eric Showgren	Print/Copy/Scan/Fax	None	None		TIR Missed: No	0.18
	Help Desk	Julie VanBeekum	Insurance	Low	Closed	TTR Missed: No	0.18
INC000000626627	Karon Hardman	None	None	None		TIR Missed: No	0.00
	Capitol Desktop Support	Paul Ross	Insurance	Low	Closed	TTR Missed: No	0.00
INC000000626690	Beth Crim	None	None	None		TIR Missed: No	0.00
	Capitol Desktop Support	Paul Ross	Insurance	Low	Closed	TTR Missed: No	0.00
INC000000626738	Brett Decow	None	None	None		TIR Missed: No	0.00
	Capitol Desktop Support	Paul Ross	Insurance	Low	Resolved	TTR Missed: No	0.00
INC000000626939	Jaimee George	Application	Error	Citrix ICA Client		TIR Missed: No	0.17
	Application Services	Tony Larsen	Insurance	Low	Resolved	TTR Missed: No	1.37
INC000000627189	Linda Hardy	Application	None	Gmail		TIR Missed: No	0.27
	Capitol Desktop Support	Paul Ross	Insurance	Low	Resolved	TTR Missed: No	0.92
INC000000627207	Judy Nako	Application	Password	Citrix ICA Client		TIR Missed: Yes	2.54
	Capitol Desktop Support	Paul Ross	Insurance	Low	Resolved	TTR Missed: No	2.54
INC000000627247	Sandra Halladay	None	None	None		TIR Missed: No	0.00
	Capitol Desktop Support	Paul Ross	Insurance	Low	Resolved	TTR Missed: No	0.00
INC000000627254	William Stimpson	None	None	None		TIR Missed: No	0.00
	Capitol Desktop Support	Paul Ross	Insurance	Low	Resolved	TTR Missed: No	0.00
INC000000627359	Teresa Trusty	None	None	None		TIR Missed: No	0.00
	Capitol Desktop Support	Paul Ross	Insurance	Low	Resolved	TTR Missed: No	0.00
INC000000627572	Tammy Minson	Print/Copy/Scan/Fax	Incident	None		TIR Missed: No	0.24
	Capitol Desktop Support	Paul Ross	Insurance	Low	Resolved	TTR Missed: No	0.24
INC000000627573	Tammy Minson	PC/Laptop	Error	None		TIR Missed: No	0.20
	Capitol Desktop Support	Paul Ross	Insurance	Low	Resolved	TTR Missed: No	0.27
INC000000627632	Grace Reinhart	None	None	None		TIR Missed: No	0.00
	Capitol Desktop Support	Paul Ross	Insurance	Low	Resolved	TTR Missed: No	0.00

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INC000000627743	Tammy Minson	Network	Performance	Active Directory	TIR Missed: No	0.00
Help Desk	Julie VanBeekum	Insurance	Low	Resolved	TTR Missed: No	0.00
INC000000627859	Silmara Charlesworth	None	None	None	TIR Missed: No	0.00
Capitol Desktop Support	Paul Ross	Insurance	Low	Resolved	TTR Missed: No	0.17
INC000000627862	Cathy Burton	None	None	None	TIR Missed: No	0.00
Capitol Desktop Support	Paul Ross	Insurance	Low	Resolved	TTR Missed: No	0.17
INC000000627865	Silmara Charlesworth	None	None	None	TIR Missed: No	0.00
Capitol Desktop Support	Paul Ross	Insurance	Low	Resolved	TTR Missed: No	0.19
INC000000627869	Cathy Burton	None	None	None	TIR Missed: No	0.00
Capitol Desktop Support	Paul Ross	Insurance	Low	Resolved	TTR Missed: No	0.17
INC000000628015	Heidi Clausen	PC/Laptop	Performance	None	TIR Missed: No	0.00
Help Desk	Vicky Marrelli	Insurance	Low	Resolved	TTR Missed: No	0.00
INC000000628550	Meldee Love	Network	Password	Novell Client for 32-bit Windows	TIR Missed: No	0.00
Help Desk	James Stearns	Insurance	Low	Resolved	TTR Missed: No	0.00
INC000000628562	Meldee Love	Network	Password	Novell Client for 32-bit Windows	TIR Missed: No	0.00
Help Desk	Eileen Dubach	Insurance	Low	Resolved	TTR Missed: No	0.00
INC000000628658	Mark Wiedeman	None	None	None	TIR Missed: No	0.00
Capitol Desktop Support	Paul Ross	Insurance	Low	Resolved	TTR Missed: No	0.00
INC000000628928	Linda Hardy	Application	Password	PGP	TIR Missed: No	0.16
Capitol Desktop Support	Paul Ross	Insurance	Low	Resolved	TTR Missed: No	0.64
INC000000629277	Meldee Love	Application	Password	Novell Client for 32-bit Windows	TIR Missed: No	0.00
Help Desk	Eileen Dubach	Insurance	Low	Resolved	TTR Missed: No	0.00
INC000000629444	Lorry Herrera	None	None	None	TIR Missed: No	0.00
Capitol Desktop Support	Paul Ross	Insurance	Low	Resolved	TTR Missed: No	0.00
INC000000629451	Silmara Charlesworth	None	None	None	TIR Missed: No	0.00
Capitol Desktop Support	Paul Ross	Insurance	Low	Resolved	TTR Missed: No	0.00
INC000000629455	Doyle Christensen	None	None	None	TIR Missed: No	0.00
Capitol Desktop Support	Paul Ross	Insurance	Low	Resolved	TTR Missed: No	0.00
INC000000629461	Tamara Greening	None	None	None	TIR Missed: No	0.00
Capitol Desktop Support	Paul Ross	Insurance	Low	Resolved	TTR Missed: No	0.00
INC000000629464	David Snowball	None	None	None	TIR Missed: No	0.00
Capitol Desktop Support	Paul Ross	Insurance	Low	Resolved	TTR Missed: No	0.00
INC000000629469	Brett Barratt	None	None	None	TIR Missed: No	0.00
Capitol Desktop Support	Paul Ross	Insurance	Low	Resolved	TTR Missed: No	0.00

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INC000000629480	Betsy Jerome	Application	Error	None		TIR Missed: Yes	2.46
	Application Support - UID	Gary Gerber	Insurance	Low	Closed	TTR Missed: No	2.46
INC000000629605	Grace Reinhart	None	None	None		TIR Missed: No	0.00
	Capitol Desktop Support	Paul Ross	Insurance	Low	Resolved	TTR Missed: No	0.00
INC000000629783	Tammy Minson	PC/Laptop	Error	None		TIR Missed: No	0.00
	Help Desk	Vicky Marrelli	Insurance	Low	Resolved	TTR Missed: No	0.00